

# 2007 San Joaquin Delta College Employee Accreditation Survey Summary

Final Version

## Survey

In the Spring of 2007, San Joaquin Delta College employees were asked to participate in the 2007 Employee Accreditation Survey which consisted of 58 items. Fifty-four items were used to assess employee satisfaction and four items were used to collect employees' demographic information. Employees used a 4-point scale (4= strongly agree, 3=agree, 2=disagree, 1=strongly disagree) for satisfaction items and were allowed to respond "Not Sure" or leave items blank. The demographics captured within this survey included employees' gender, employment classification, ethnicity, and years of employment.

## Respondents

Two hundred and twenty three employees responded to the Employee Accreditation Survey. Of the respondents that reported gender, 71% were female (n=153). Forty-three percent of respondents were classified employees (n=93), 31% were full-time faculty (n=67), 14% were managers (n=30), and the remaining 11% were part-time faculty (n=24). Participants self-identified their ethnicity as: 59% White (n=123), 15% Hispanic (n=31), 12% Other (n=25), 5% African American (n=11), and 4% Asian (n=8). Finally, 22% have been employed for 5 years or less (n=47), 26% have been employed for 6-10 years (n=57), 19% have been employed for 11-15 years (n=42), 13% have been employed for 16-20 years (n=29), and the remaining 19% have been employed for more than 20 years (n=41).

During Spring 2007, San Joaquin Delta College employed 1,230 people. Survey respondents were ethnically representative of the larger pool of employees. However, there was an overrepresentation of female employees, managers and classified staff within this sample. At the time the survey was administered 55% of employees were female (compared to the 71% attained in this sample), 6% were managers (compared to 14%), and 31% were classified staff (compared to 43%).

## Results

Results of the Employee Accreditation survey indicate that San Joaquin Delta College Employees are mostly satisfied. Employees indicated agreement with two-thirds, or 36, of the survey items (agreement was indicated by a mean score  $\geq 2.5$ ) and disagreement with the remaining 18 items.

***General Employee Satisfaction***

San Joaquin Delta College employees are generally satisfied as was indicated by their agreement with both of the following items: “All things considered, I am satisfied with my job at Delta College” and “All things considered, Delta College is a great place to work”.

***Institutional Mission***

According to survey results, employees understand Delta College’s mission, vision, and strategic goals but do not agree that the college is administratively organized and staffed to reflect its mission, size, and complexity.

***Resources Available to and Experiences of Students***

Eleven items assessed employee’s views of the resources available to and experiences of Delta College students. Employees rated 8 of these items positively. Employees agreed that San Joaquin Delta College students have effective transfer services, an effective and adequately staffed library, and opportunities to upgrade their basic skills. Moreover, survey results indicated that employees agree that San Joaquin Delta College provides students with a high quality of education that is characterized by meeting high standards of achievement to be awarded a degree or certificate as well as an institutional commitment to high standards of teaching and meeting the diverse educational needs of students.

Employees identified some areas in which improvements could be made: adequate staffing of guidance and counseling to accommodate the needs of the student body and students’ preparation for college level work. And like students (as was indicated by results of the 2007 Student Accreditation Survey), employees felt that cheating is a problem at the San Joaquin Delta College. This national epidemic is not going unrecognized by the college community. In fact, a plagiarism prevention ad-committee has already been formed and a plan is underway to begin a campus-wide initiative to curb cheating. After piloting Turnitin plagiarism services, the campus has purchased this service for the coming year as it was positively received by the college’s faculty. Moreover, in the coming year the college is instituting a Plagiarism Prevention Awareness Week, developing web resources for students and faculty, and providing faculty with a number of plagiarism workshops.

***Teaching and Learning Environment***

Employees rated 8 of the 9 items related to the teaching and learning environment positively. Nevertheless, employees identified a need to adequately staff the college's educational programs with qualified full and part time faculty.

Overall, employees were positive about Delta College's teaching and learning environment. First, employees indicated that the college campus is safe and secure. They also noted that the administration promotes an effective teaching and learning environment in which academic freedom is supported and protected, effective procedures for producing and implementing curriculum exist, and where the faculty exercise a substantial voice in matters of educational programs and policies. Finally, employees seem satisfied with the facilities, equipment, and resources available for teaching and learning. In particular, employees indicated their satisfaction with the college's computer facilities and computer support, the technical support for the production of instructional materials and resources, and the suitability of instructional equipment for its designated purposes.

***Board of Trustees***

This survey was administered at a time when there was campus-wide concern regarding the management of bond funds and employee contributions to cover the rising costs of healthcare benefits. Moreover, both faculty and classified unions began negotiating employment contracts. It is likely that these issues influenced employees' responses to questions related to the Board of Trustees.

The two items assessing employee satisfaction with the Board of Trustees had a significant number of respondents who did not answer either or both of these questions, with missing data ranging from 27% (n=61) to 36% (n=80). At the time the survey was administered employees disagreed with the following statements, "The Board of Trustees was effective in setting the overall policy direction for the college" and "The Board of Trustees effectively balances the requests and proposals of competing interest groups."

***Shared Governance***

Shared governance is the cornerstone of San Joaquin Delta College's efforts to create an environment in which the college community works in collaboration to support the mission, vision, and strategic goals of the college. Results of this survey indicated that employees are generally satisfied with the shared governance process as they expressed agreement with 4 of the

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6 items related to shared governance. In particular, employees agreed that college-wide involvement in the Appreciate Inquiry (AI) Strategic Planning and Budgeting Process is encouraged, faculty members and classified staff participate effectively on committees, and that employees' senate's participation in the shared governance process is effective. However, employees did not feel that shared governance is valued throughout the college or that college committees have a substantial influence on major decisions affecting the college.

### ***Communication***

Employees indicated that communication within the college could be improved. While employees agreed that their senate communicated effectively with its members, employees disagreed that the college community is informed about college financial matters and that communication is fostered among the college community. With the hiring of a new public information officer, efforts are already underway to improve this area. For example, the college now sends out a regular construction e-bulletin to keep the campus community abreast of ongoing expansion projects.

### ***Fiscal Stability***

This survey was administered during a time in which the campus community was concerned about such financial matters as the management of an expansion bond and the rising costs of healthcare. Therefore, it was not surprising to see that employees had concerns about the college's fiscal stability. In particular, employees did not agree that the Appreciate Inquiry (AI) Strategic Planning and Budgeting Process is effective nor did they believe that the college is administered in a way that will assure financial stability.

### ***Human Resource Policies and Practices***

Employees expressed some dissatisfaction with the current human resource policies and practices. In particular, employees did not agree that the current faculty and staff evaluation process assesses effectiveness and encourages improvement nor did they agree that the college adheres to written policies ensuring fairness in all employment practices. The later finding seems somewhat contradictory to the data gathered on the treatment of women and ethnic minorities as results indicate that Delta College is doing well in creating an environment in which women and ethnic minorities are supported and encouraged within the workplace.

***Treatment of Women and Ethnic Minorities***

This survey contained 8 items which were used to assess employees' satisfaction with the treatment of women and minorities. Since Delta College is a diverse campus, the college strives to excel in this area. Survey results indicate that the college campus is doing well in creating a campus climate that appreciates and supports diversity. Moreover, employees agreed that sexism, sexual harassment and racism are not problems at Delta College. And finally, employees agreed that Delta College creates a work environment that welcomes and supports women and ethnic minorities in faculty and management positions.

***Professional Development***

According to survey results employees are satisfied with the current opportunities for professional development. Respondents were in agreement that all faculty and staff are provided with opportunities for continued professional development and that the Professional Development Center provides high quality training and services.

***Equipment and Facilities***

Employees expressed mixed reactions to the items related to the condition of campus equipment and facilities. First, employees indicated that the grounds are attractive and well maintained but buildings are not kept clean or well maintained. And while employees agreed that maintenance equipment and vehicles are suitable for their designated purposes, they indicated that office equipment and furniture are not suitable for their designated purposes and the college vehicle fleet (including buses) is not adequately repaired and maintained.

***Summary***

The San Joaquin Delta College Employee Accreditation Survey assessed employees' satisfaction in twelve areas essential to the mission and operation of the college. This survey assessed employees' opinions related to: employees' general satisfaction, Delta College's institutional mission, the resources available to and experiences of students, the college's teaching and learning environment, the Board of Trustees, shared governance, communication within the college, the fiscal stability of Delta College, human resource policies and practices, treatment of women and ethnic minorities, professional development, and the college's equipment and facilities. While the survey indicated that San Joaquin Delta College employees are generally satisfied, it did highlight some areas of strength and some areas that need attention. According to employees, Delta College is doing well in providing students with the resources

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and experiences that they need to excel academically and is creating a teaching and learning environment that is conducive to our educational mission. Moreover, through shared governance Delta College is maintaining a collaborative environment that encourages and fosters the participation of the college community. Delta College is effectively supporting and encouraging diversity in the workplace by providing an atmosphere in which women and ethnic minorities feel welcomed and supported. And finally, the college is promoting professional growth by providing employees with ongoing and quality professional development opportunities.

Survey results also highlight some areas in which the college could improve. At the time this survey was administered there was great concern over the management of an expansion bond, the negotiation of faculty and classified employment contracts, and the rising costs of healthcare which have made it prohibitive for the college to solely shoulder the cost of quality healthcare. The first area that might be improved is communication within the college. As previously mentioned, the hiring of a new public information officer will make it easier for the college administration to effectively communicate with employees so that they are better informed. In achieving this goal, the college may also alleviate some concerns regarding the college's fiscal stability and the leadership and effectiveness of the Board of Trustees. Survey results suggest that it may be time for the college to assess its current equipment needs so that a list of priority purchases can be developed. And finally, the college community is concerned with the prevalence of student cheating and has already instituted a plan to begin remedying this national epidemic.